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UNITED STATES PATENT APPLICATION

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For:

3 **INFORMATION MANAGEMENT AND SYNCHRONOUS COMMUNICATIONS**
4 **SYSTEM WITH MENU GENERATION**

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UNITED STATES PATENT APPLICATION

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**FOR: INFORMATION MANAGEMENT AND SYNCHRONOUS
COMMUNICATIONS SYSTEM WITH MENU
GENERATION**

The present application is a continuation of application Serial No. 09/400,413, filed on November 21, 1999. The contents of application Serial No. 09/400,413 are incorporated by reference.

FIELD OF THE INVENTION

This invention relates to an information management and synchronous communications system and method for generation of computerized menus for restaurants and other applications with specialized display and synchronous communications requirements related to, for example, the use of equipment or software with non-PC-standard graphical formats, display sizes and/or applications for use in remote data entry, information management and synchronous communication between host computer, digital input device or remote pager via standard hardwired connection, the internet, a wireless link, smart phone or the like.

BACKGROUND OF THE INVENTION

24 While computers have dramatically altered many aspects of modern life, pen and
25 paper have prevailed in the hospitality industry, e.g., for restaurant ordering, reservations and
26 wait-list management, because of their simplicity, ease of training and operational speed. For
27 example, ordering prepared foods has historically been done verbally, either directly to a waiter

1 or over the telephone, whereupon the placed order is recorded on paper by the recipient or
2 instantly filled.

3 Although not previously adapted for wide-scale use in the hospitality industry,
4 various forms of digital wireless communication devices are in common use, e.g., digital
5 wireless messengers and pagers. Also in common use are portable laptop and handheld devices.
6 However, user-friendly information management and communication capability not requiring
7 extensive computer expertise has not heretofore been available for use in everyday life such as
8 for restaurant ordering, reservations and wait-list management. Hundreds of millions of dollars
9 have been spent on personal digital assistant (“PDA”) development seeking to produce a small,
10 light-weight and inexpensive device that could be adapted to such uses; yet none have yielded a
11 satisfactory solution.

12 One of the inherent shortcomings of PDA type devices is that, as they strive for
13 small size, low weight and low cost, they must compromise the size and clarity of the operator
14 display medium interface itself, which in most cases is one of a variety of LCD (liquid crystal
15 display) type devices. As the size of the display shrinks, the amount of information that may be
16 displayed at any one point or time is commensurately decreased, typically requiring multiple
17 screens and displays to display information to the operator. This reduces the overall utility of the
18 device. Additionally, the smaller display and keyboard results in a non-optimal operator
19 interface, which slows down operation and is thus unacceptable for the time criticality of
20 ordering, reservation and wait-list management and other similar applications. This necessitates
21 many design compromises which in the aggregate have resulted in limited acceptance of PDA
22 type devices in the restaurant and hospitality fields.

1 Many of the negatives prevalent in earlier devices have been eliminated, but, to
2 date, there is still no integrated solution to the ordering/waitlist/reservation problem discussed
3 above. With the advent of the Palm® and other handheld wireless devices, however, the efforts
4 to make such devices ubiquitous have begun to bear fruit at least in some areas, e.g., personal
5 calendars. However, substantial use of such devices in the restaurant and hospitality context has
6 not occurred to date. As discussed above, at least one of the reasons PDAs have not been
7 quickly assimilated into the restaurant and hospitality industries is that their small display sizes
8 are not readily amenable to display of menus as they are commonly printed on paper or displayed
9 on, e.g., large, color desktop computer screens. Another reason is that software for fully
10 realizing the potential for wireless handheld computing devices has not previously been
11 available. Such features would include fast and automatic synchronization between a central
12 database and multiple handheld devices, synchronization and communication between a World
13 Wide Web ("Web") server and multiple handheld devices, a well-defined application program
14 interface ("API") that enables third parties such as point of sale ("POS") companies, affinity
15 program companies and internet content providers to fully integrate with computerized
16 hospitality applications, real-time communication over the internet with direct connections or
17 regular modem dialup connections and support for batch processing that can be done periodically
18 throughout the day to keep multiple sites in synch with the central database. A single point of
19 entry for all hospitality applications to communicate with one another wirelessly has also
20 previously been unavailable. Such a single point of entry would work to keep all wireless
21 handheld devices and linked Web sites in synch with the backoffice server (central database) so
22 that the different components are in equilibrium at any given time and an overall consistency is
23 achieved. For example, a reservation made online would be automatically communicated to the

1 backoffice server and then synchronized with all the wireless handheld devices wirelessly.
2 Similarly, changes made on any of the wireless handheld devices would be reflected
3 instantaneously on the backoffice server, Web pages and the other handheld devices.

4 For the foregoing reasons, paper-based ordering, waitlist and reservations
5 management have persisted in the face of widespread computerization in practically all areas of
6 commerce. At most, computerization of these functions has been largely limited to fixed
7 computer solutions, i.e., desktop or mainframe, because of the problems heretofore faced in
8 configuring wireless handheld devices and maintaining database synchronization for such
9 applications. Specifically, the unavailability of any simple technique for creating restaurant
10 menus and the like for use in a limited display area wireless handheld device or that is
11 compatible with ordering over the internet has prevented widespread adoption of
12 computerization in the hospitality industry. Without a viable solution for this problem,
13 organizations have not made the efforts or investments to establish automated interfaces to
14 handheld and Web site menus and ordering options.

15 A principal object of the present invention is to provide an improved information
16 management and synchronous communications system and method which facilitates user-
17 friendly and efficient generation of computerized menus for restaurants and other applications
18 that utilize equipment with non-PC-standard graphical formats, display sizes and/or applications.

19 A further object of the present invention is to provide an improved information
20 management and synchronous communications system and method which provides for entry,
21 management and communication of information from the operator as well as to and from another
22 computer, Web page menu, remote digital device using a standard hardwired connection, the
23 internet or a wireless link.

1 A further object of the present invention is to provide an improved information
2 management and synchronous communications system which is small, affordable and
3 lightweight yet incorporates a user-friendly operator interface and displays menus in a readily
4 comprehensible format.

5 A further object of the present invention is to provide a synchronous information
6 management and communications system which enables automatic updating of both wireless and
7 internet menu systems when a new menu item is added, modified or deleted from any element of
8 the system.

9

SUMMARY OF THE INVENTION

10 The foregoing and other objects of the present invention are provided by a
11 synchronous information management and communications system and method optimized for
12 simplicity of operation which incorporates menu generation for creation of menus to be used
13 with wireless remote handheld computer and PDA devices, the internet or any application where
14 simple and efficient generation of menus is appropriate. The menu generation approach of the
15 present invention includes a desktop software application that enables the rapid creation and
16 building of a menu and provides a means to instantly download the menu configuration onto,
17 e.g., a handheld device or Web page and to seamlessly interface with standard point of sale
18 (“POS”) systems to enable automatic database updates and communication exchanges when a
19 change or input occurs in any of the other system elements. To solve the above and other related
20 problems, an information management and communications system is provided which results in
21 a dramatic reduction in the amount of time, and hence cost, to generate and maintain
22 computerized menus for, e.g., restaurants and other related applications that utilize non-PC-
23 standard graphical formats, display sizes or applications.

1 The menu generation approach of the present invention has many advantages over
2 previous approaches in solving the problem of converting paper-based menus or Windows® PC-
3 based menu screens to small PDA-sized displays and Web pages. In one embodiment, the
4 present invention is a software tool for building a menu, optimizing the process of how the menu
5 can be downloaded to either a handheld device or Web page, and making manual or automatic
6 modifications to the menu after initial creation.

7 The use of wireless handheld devices in the restaurant and hospitality industry is
8 becoming increasingly pervasive as restaurant owners and managers become more aware of the
9 benefits. With the proper wireless handheld system in place, restaurants can experience
10 increased table turns from improved server productivity and shorter order taking and check
11 paying times. Restaurants and POS companies seeking to provide a wireless handheld interface
12 to their desktop-based POS systems or a Web page equivalent face several challenges. These
13 challenges include building a menu using their existing database and transferring the menu onto
14 handheld devices or Web pages that will interface with servers wirelessly or to
15 restaurants/customers over the internet. The menu generation approach of the present invention
16 is the first coherent solution available to accomplish these objectives easily and allows one
17 development effort to produce both the handheld and Web page formats, link them with the
18 existing POS systems, and thus provides a way to turn a complicated, time-consuming task into a
19 simple process.

20 The information management and synchronous communications system of the
21 present invention features include fast synchronization between a central database and multiple
22 handheld devices, synchronization and communication between a Web server and multiple
23 handheld devices, a well-defined API that enables third parties such as POS companies, affinity

1 program companies and internet content providers to fully integrate with computerized
2 hospitality applications, real-time communication over the internet with direct connections or
3 regular modem dialup connections and support for batch processing that can be done periodically
4 throughout the day to keep multiple sites in synch with the central database.

5 The communication module also provides a single point of entry for all hospitality
6 applications, e.g., reservations, frequent customer ticketing, wait lists, etc. to communicate with
7 one another wirelessly and over the Web. This communication module is a layer that sits on top
8 of any communication protocol and acts as an interface between hospitality applications and the
9 communication protocol and can be easily updated to work with a new communication protocol
10 without modifying the core hospitality applications. A single point of entry works to keep all
11 wireless handheld devices and linked web sites in synch with the backoffice server applications
12 so that the different components are in equilibrium at any given time and an overall consistency
13 is achieved. For example, a reservation made online can be automatically communicated to the
14 backoffice server and then synchronized with all the wireless handheld devices wirelessly.
15 Similarly, changes made on any of the wireless handheld devices are reflected instantaneously on
16 the backoffice server Web pages and the other handheld devices.

17 **BRIEF DESCRIPTION OF THE DRAWINGS**

18 The foregoing features and advantages of the present invention can be appreciated
19 more fully from the following description, with references to the accompanying drawings in
20 which:

21 FIG. 1 is a schematic representation of a window displayed on a computer display
22 screen which shows a hierarchical tree menu, modifier window and sub-modifier window in
23 conformity with a preferred embodiment of the present invention.

1 FIG. 2 is a schematic representation of a modifier dialog box in conformity with a
2 preferred embodiment of the present invention.

3 FIG. 3 is a schematic representation of a menu category dialog box in conformity
4 with a preferred embodiment of the present invention.

5 FIG. 4 is a schematic representation of a menu item dialog box in conformity with
6 a preferred embodiment of the present invention.

7 FIG. 5 is a schematic representation of a display customization dialog box in
8 conformity with a preferred embodiment of the present invention.

9 FIG. 6 is a schematic representation of a communications control window in
10 conformity with a preferred embodiment of the present invention.

11 FIG. 7 is a schematic representation of a point of sale interface on a wireless
12 handheld device for use in displaying page menus created in conformity with a preferred
13 embodiment of the present invention.

14 **DETAILED DESCRIPTION OF THE INVENTION**

15 Most personal computers today run under an operating system that provides a
16 graphical user interface (“GUI”) for accessing user applications. A GUI is used in the preferred
17 embodiment of the present invention. Through an interface of windows, pull-down menus, and
18 toolbars, GUI operating systems have simplified PCs and have rendered computer technology
19 more user friendly by eliminating the need to memorize keyboard entry sequences. In addition,
20 GUIs allow users to manipulate their data as they would physical entities. For example, a
21 window can represent a file and the contents of the window can represent the records of the file.
22 The window can be opened, closed, or set aside on a desktop as if it were an actual object. The
23 records of the file can be created, deleted, modified and arranged in a drag-and-drop fashion as if

1 they also were physical objects. The most common GUI operating systems that provide this
2 “object-oriented” environment for personal computers are Microsoft Windows® systems,
3 including Windows CE® for handheld wireless devices and the like. Generally, a particular
4 application program presents information to a user through a window of a GUI by drawing
5 images, graphics or text within the window region. The user, in turn, communicates with the
6 application by “pointing” at graphical objects in the window with a pointer that is controlled by a
7 hand-operated pointing device, such as a mouse, or by pressing keys on a keyboard.

8 The use of menus is conventional in GUIs for software applications. Menus are
9 typically utilized to provide end users of applications with available choices or processing
10 options while using the applications. For example, in a typical desktop or interactive application,
11 selection of a “file” from a menu bar may cause display of a context menu which provides “file”
12 options. File options can have additional subordinate or child options associated with them. If a
13 file option having subordinate options is selected, the child options are displayed in context in a
14 child menu or submenu proximate to the selected parent option. One or more of the child
15 options provided in the child menu may have further subordinate options. Thus, such a menu
16 system comprises cascading sets of menus which are displayable in context to show the
17 parent/child relationships between options of the context menu. A menu system of this type is
18 incorporated into the preferred embodiment of the invention.

19 The preferred embodiment of the present invention uses typical hardware
20 elements in the form of a computer workstation, operating system and application software
21 elements which configure the hardware elements for operation in accordance with the present
22 invention. A typical workstation platform includes hardware such as a central processing unit
23 (“CPU”), e.g., a Pentium® microprocessor, RAM, ROM, hard drive storage in which are stored

1 various system and application programs and data used within the workstation, modem, display
2 screen, keyboard, mouse and optional removable storage devices such as floppy drive or a CD
3 ROM drive. The workstation hardware is configured by software including an operating system,
4 e.g., Windows® 95, 98, NT or CE, networking software (including internet browsing software)
5 and application software components. The preferred embodiment also encompasses a typical file
6 server platform including hardware such as a CPU, e.g., Pentium® microprocessor, RAM, ROM,
7 hard drive, modem, and optional removable storage devices, e.g., floppy or CD ROM drive. The
8 server hardware is configured by software including an operating system, e.g., Windows® 95, 98,
9 NT or CE, networking software (including Web server software) and database software.

10 A computer workstation for use in the preferred embodiment also includes a GUI.
11 As is conventional, the GUI is configured to present a graphical display on the display screen
12 arranged to resemble a single desktop. Execution of an application program involves one or
13 more user interface objects represented by windows and icons. Typically, there may be several
14 windows and icons simultaneously present on the desktop and displaying information that is
15 generated by different applications.

16 The window environment is generally part of the operating system software that
17 includes a collection of utility programs for controlling the operation of the computer system.
18 The computer system, in turn, interacts with application programs to provide higher level
19 functionality, including a direct interface with the user. Specifically, the application programs
20 make use of operating system functions by issuing task commands to the operating system which
21 then performs the requested task. For example, an application program may request that the
22 operating system display certain information on a window for presentation to the user.

1 An aspect of the preferred embodiment of the information management and
2 communications system of the invention is shown in FIG. 1. FIG. 1 shows an example of the
3 GUI provided by the operating system of the preferred embodiment of the present invention.
4 With reference to FIG. 1, the preferred embodiment includes an intuitive GUI 1 from which to
5 build a menu on a desktop or other computer. A hierarchical tree structure 2 is used to show the
6 different relationships between the menu categories 3 (e.g., soups, salads, appetizers, entrees,
7 deserts, etc.), menu items 4 (e.g., green salad, chicken caesar salad, etc.), menu modifiers 5 (e.g.,
8 dressing, meat temperature, condiments, etc.) and menu sub-modifiers 6 (e.g., Italian, French,
9 ranch, bleu cheese, etc.).

10 The procedure followed in configuring a menu on the desktop PC and then
11 downloading the menu configuration onto the POS interface on the handheld device in
12 conformance with the preferred embodiment is as follows.

13 The menu configuration application is launched by clicking on the appropriate
14 icon on the desktop display screen. FIG. 1 will then be displayed. There are three windows on
15 the screen shown in FIG. 1. The left window is the menu tree 7, also called the tree view. The
16 top right window is the Modifiers window 8 and the bottom right window is the Sub-Modifiers
17 window 9. The Sub-Modifiers window lists the sub-modifiers that correspond to the modifier
18 that is selected. The views on the right are referred to as list views. There are several ways of
19 invoking a command, including using the menu options; using the context menu (right mouse
20 click); using the keyboard or using the toolbar icons. For example, if it is desired to add a
21 category to the menu, the following four options are available: (1) clicking on Edit, Add
22 Category; (2) right mouse clicking on Menu, then clicking on Add Category; (3) highlighting
23 Menu, then typing Ctrl + T or (4) clicking on the Add Category icon on the toolbar. To add an

1 item to a category, the following options are available: (1) highlighting the category to which it
2 is desired to add an item and then clicking on Edit > Add Item; (2) right mouse clicking on the
3 desired category and then clicking on Add Item; (3) highlighting the desired category, then
4 typing Ctrl + N or (4) clicking on the Add icon on the toolbar.

5 When building a menu, it should be kept in mind that the menu items are stored
6 using a tree metaphor similar to how files are stored on a PC with folders and subfolders. The
7 menu structure is similar to the Windows® File Explorer in the way the items are organized
8 hierarchically. Below is an example of how an item may be configured:

9 Menu
10 >> Entrees
11 >> Red Meat
12 >> NY Strip
13 >> Vegetables
14 >> Tomato
15 >> Lettuce
16 Meat Temperature
17 >> Medium Rare

19 In the above example, Menu is the root. Entrees is a menu category. Red Meat is an Entree
20 category. NY Strip is a modifier. Vegetable is a modifier. Meat Temperature is a modifier.
21 Medium Rare is a sub-modifier of Meat Temperature.

22 The steps taken in building a menu are as follows:

- 23 1. Add Modifiers;
- 24 2. Add Sub-Modifiers and link them to the Modifiers;
- 25 3. Create Menu categories;
- 26 4. Add menu items to the categories;
- 27 5. Assign Modifiers to the menu items;
- 28 6. Preview the menu on the POS emulator on the desktop PC;
- 29 7. Download the menu database to the handheld device.

1 To add modifiers, a user clicks on the inside of the Modifiers window, then (1)
2 clicks on Edit>Add Modifier; (2) Presses Ctrl + N; (3) right mouse clicks in the Modifiers
3 window, then clicks on Add Modifiers or (4) clicks on the Add icon from the toolbar. If a menu
4 is being built from scratch, the procedure is to enter the Long Name, Short Name, Code and
5 Price in the Modifier dialog box 10 shown in FIG. 2. The Long Name is the full descriptive
6 name of the item. The Short Name is the abbreviated name that will be displayed on the
7 handheld device. The Code is the numeric or alphanumeric code for the item. If there is an
8 existing database, the existing database can be browsed and menu items retrieved from the
9 database. Clicking on the Browse button will bring up the existing database of menu items. The
10 item to be added is then selected and “OK” is clicked. The fields will then be filled with the
11 information from the database. Clicking on OK again will add the item as a modifier. To delete
12 a modifier, the modifier is selected and the Delete key pressed on the keyboard. To edit a
13 modifier, either the modifier is double clicked or the Enter key is pressed.

14 Sub-modifiers represent the last level of modifiers that can be assigned to a menu
15 tree. To add sub-modifiers, the modifier to which sub-modifiers are to be assigned is selected.
16 Then, the focus is set on the sub-modifier window by clicking inside the Sub-Modifier window
17 as follows: (1) clicking on Edit>Add Sub-Modifier; (2) pressing Ctrl + N; (3) right mouse
18 clicking in the Sub-Modifiers window, then clicking on Add Sub-Modifiers or (4) clicking on the
19 Add icon from the toolbar. If a menu is being built from scratch, the procedure is to enter the
20 Long Name, Short Name, Code and Price in a Sub-Modifier dialog box similar to the Modifier
21 dialog box shown in FIG. 2. As with modifiers, the Long Name is the full descriptive name of
22 the item. The Short Name is the abbreviated name that will be displayed on the handheld device.
23 The Code is the numeric or alphanumeric code for the item. As before, if there is an existing

1 database, the existing database can be browsed and menu items retrieved from the database.
2 Clicking on the Browse button will bring up the existing database of menu items. The item to be
3 added is then selected and OK clicked. The fields will then be filled with the information from
4 the database. Clicking on OK again will add the item as a sub-modifier. To delete a sub-
5 modifier, the sub-modifier is selected and the Delete key depressed on the keyboard. To edit a
6 sub-modifier, either the sub-modifier is double clicked or the Enter key is pressed.

7 Menu categories are created from the root. Some examples of categories are
8 Appetizers, Soups, Salads, Entrees, Desserts, etc. The first step is to click on Menu in the menu
9 tree window. Categories are added by (1) clicking on the Add Category icon from the toolbar;
10 (2) clicking on Edit > Add Category or (3) pressing Ctrl + T. As shown in FIG. 3, Menu
11 Category dialog box 11 then appears in which to enter the Long and Short names for the menu
12 category.

13 To add menu items to categories, the menu category which is being built is
14 clicked. For example, if items are being added to Appetizers, the Appetizers branch is clicked
15 on. Then the Edit > Add Item is clicked on or Ctrl + N pressed. As before, if a menu is being
16 built from scratch, the procedure is to enter the Long Name, Short Name, Code, Prep Time,
17 Recipe and Price into the Menu Item dialog box 12 shown in FIG. 4. The Long Name is the full
18 descriptive name of the item. The Short Name is the abbreviated name that will be displayed on
19 the handheld device. The Code is the numeric or alphanumeric code for the item. Prep Time is
20 the time it takes to prepare the meal and Recipe would include preparation methods and
21 ingredients that are used in the preparation of the item. If there is an existing database, the
22 existing database can be browsed and menu items retrieved from the database. Clicking on the
23 Browse button will bring up the existing database of menu items. The item to be added is then

- 1 selected and OK is clicked. The fields will then be filled with the information from the database.
- 2 Clicking on OK again will add the item to the category.

3 Once the menu items have been entered, it may be desired to assign some
4 modifiers to the menu items. For example, it may be desired to assign meat temperature to a
5 steak order. To accomplish this, first the modifier to be assigned is selected, then the menu item
6 on the tree view that is to be assigned the modifier is clicked on and then Edit > Assign Modifier
7 is clicked on. Or, the modifier can simply be dragged and dropped onto the menu item to link
8 them. A dialog box is then displayed asking if this modifier is a required modifier. If it is a
9 required modifier, the display icon will be red but if it is a non-required modifier the display icon
10 will be green. As many modifiers as are applicable can be assigned. If any changes are made to
11 the modifiers, those changes will be automatically reflected throughout the menu tree.

12 Once the modifiers have been entered, it may be desired to assign sub-modifiers
13 to the modifiers items. For example, it may be desired to add Honey Mustard as a sub-modifier
14 to Dressing. To accomplish this, first the modifier to be assigned a sub-modifier is selected, then
15 the sub-modifier window is clicked on, then Edit > Add Sub Modifier is clicked on, Ctrl+N
16 entered or the Add icon from the toolbar is clicked on. Or, the sub-modifier can simply be
17 dragged and dropped onto the modifier to link them.

18 When the menu has been completely configured, it can be previewed on a POS
19 emulator on the desktop to verify that the menu is correctly configured before downloading it to
20 the handheld device. To preview, File > Preview Database is clicked on or the Preview Database
21 icon from the toolbar is clicked on. The handheld POS emulator on the desktop can then be run.
22 If the configuration is deemed acceptable, the handheld device is connected to the desktop PC to
23 ensure that a connection has been established; the POS application on the handheld device is

1 exited and File > Download Database is clicked on or the Download Database icon from the
2 toolbar is clicked on. If there is an existing menu database on the handheld device, the system
3 will ask if the existing database should be replaced. Yes is clicked if existing database
4 replacement is desired.

5 A database function enables the creation of, e.g., a breakfast menu, lunch menu
6 and dinner menu and downloading them to a handheld device. Functions available are (1)
7 creating a new database; (2) opening an existing database; (3) saving a database under a different
8 name. To access these functions, File is clicked on the menu bar.

9 The preferred embodiment encompasses customized layout, views and fonts. To
10 set the focus on the view it is desired to change, click inside the desired window. The main
11 customizing dialog box is accessed by clicking on View > Customize View. A dialog box 13, as
12 shown in FIG. 5, will be displayed including tabs that allow the following options: selection of
13 Columns to display in the list view by choosing and arranging the fields to display in the
14 Modifiers and Sub-Modifiers windows; formatting Columns by specifying the column widths
15 and justification; selecting Filter allows restricting the list to display only the items that meet
16 certain criteria. For example, display of modifiers with codes between 500 and 550. Selecting
17 Sort allows sorting the modifiers or sub-modifiers according to any of the available fields such as
18 Name, Code or Price. Selecting Style facilitates choice of font type, style, size, etc. To change
19 the font in a particular window, click on View > Fonts or right mouse click in the desired
20 window and then click on Fonts. To change the size of the windows, drag the borders of the
21 windows to expand or contract the size of the windows. To change the column widths, simply
22 drag the edge of the column headers to increase or decrease the column widths.

1 A communications control program monitors and routes all communications to
2 the appropriate devices. It continuously monitors the wireless network access point and all other
3 devices connected to the network such as pagers, remote devices, internet Web links and POS
4 software. Any message received is decoded by the software, and then routed to the appropriate
5 device. No user action is needed during operation of the software once the application has been
6 launched. To launch the communications control module, a Wireless Traffic icon is clicked on
7 the desktop PC. When the program loads, the screen shown in FIG. 6 appears. Messages
8 received are logged in the window 14 shown in FIG. 6 with a time stamp. The messages are also
9 logged to a file on the hard drive. This provides a mechanism to monitor all traffic across the
10 network (possibly useful for troubleshooting, or maintenance, but not necessary for normal
11 operation). The program may be minimized so the screen is not displayed on the desktop, but it
12 must be running for proper communications to exist between all devices on the network.

13 As stated, the preferred embodiment of the present invention includes the use of
14 and compatibility with GUI technology. A drag-and-drop approach is used for organizing the
15 tree structure 2 in the generated menu. Drag-and-drop is also used for assigning modifiers
16 (modifiers can be dragged from the modifiers window 5 and dropped onto the menu item 4 for
17 assignment). In-cell editing results in fast editing of items in building the menus. Customizable
18 fonts enable users to change font types, style and size. Customizable layouts enable users to
19 resize windows, change icons and display preferences. The inventive approach provides for
20 fully persistent storage between sessions, even if a session is improperly or abruptly terminated.
21 Font and the tree state (i.e., which nodes are expanded/collapsed) are stored between sessions.
22 Layout for modifiers and sub-modifiers list views (filter, columns, formatting, font, etc.) are
23 stored between sessions. The last database used is likewise stored between sessions. Splitter

1 views allow the user to see different views at the same time. Each view is displayed on its own
2 section of the screen. Views can be resized via the keyboard or a mouse by simply dragging the
3 splitter in the middle.

4 An automated function is provided to import existing POS databases into the
5 inventive menu generation system and, as discussed above with respect to the detailed example
6 of how to use the preferred embodiment, an automated download procedure is provided to
7 transfer the desktop database onto a handheld device and/or Web page. Also as discussed, the
8 preferred embodiment facilitates preview of the handheld device or Web page version of the
9 POS menu on the desktop before downloading and configuration. Customizable desktop menu
10 generation is contemplated, as discussed above, in the form of customizable fonts, columns,
11 layouts, etc. The inventive approach also includes templates for common modifiers that can be
12 assigned to similar menu items. The preferred embodiment also supports multiple databases,
13 thus providing for the creation and storing of different menu databases on handheld devices such
14 as breakfast, lunch or dinner menus. The user can then select the appropriate database to reflect
15 the time of day.

16 FIG. 7 is a schematic representation of a point of sale interface 15 for use in
17 displaying a page-type menu 16 created using the inventive menu generation approach. As can
18 be seen from FIG. 7, the page menu is displayed in a catalogue-like point-and-click format
19 whereas the master menu, FIG. 1, is displayed as a hierarchical tree structure. Thus, a person
20 with little expertise can “page through” to complete a transaction with the POS interface and
21 avoid having to review the entire menu of FIG. 1 to place an order. A PDA or Web page format
22 could appear like FIG. 7 or the display could be configured for particular requirements since
23 fully customizable menu generation and display are contemplated.

1 The POS interface on the handheld device supports pricing in the database or
2 querying prices from the POS server. The POS device also can be customized with respect to
3 “look and feel” for the particular version. As can be seen in FIG. 7, the POS interface provides
4 for billing, status and payment with respect to orders. A myriad of options can be provided
5 depending on the application.

6 Advanced database functions are provided in the preferred embodiment of the
7 invention, including an automated download process onto handheld devices and/or Web sites. In
8 the preferred embodiment, the menu generation system of the present invention uses an API
9 called ActiveX Data Objects (“ADO”) for database access. ADO is useful in a variety of
10 settings. It is built on top of OLE DB and can be used to talk to databases and, in the future, any
11 data source with any OLE DB driver. Advanced querying is supported. The database can be
12 queried on virtually all fields. Queries can be built using SQL syntax for experienced users or
13 can be created using a query builder which guides users through the creating process. Advanced
14 error handling is supported. Errors occurring at run time can be trapped. A descriptive message
15 is displayed to alert the user and provide error information. However, the application does not
16 terminate when the errors happen. The source code is easy to maintain and modify, thus
17 allowing for on time delivery of customized versions of the software. The advanced database
18 functions produce well-designed databases that accommodate growth and scalability

19 The inventive menu generation approach provides a solution for the pervasive
20 connectivity and computerization needs of the restaurant and related markets. The inventive
21 solution includes automatic database management and synchronization, PDA and handheld
22 wireless operating system integration and optimization, wireless communications and internet
23 connectivity, user interface design, and graphics design.

1 In the preferred embodiment, the menu generation approach of the present
2 invention uses Windows CE® as the operating system for the handheld devices. Windows CE®
3 provides the benefits of a familiar Windows 95/98/NT® look and feel, built-in synchronization
4 between handheld devices, internet and desktop infrastructure, compatibility with Microsoft
5 Exchange®, Microsoft Office 9® and TCP/IP quick access to information with instant-on feature.

6 Windows CE® provides a basic set of database and communication tools for
7 developer use. However, interfacing with these tools to provide application specific results can
8 be a complex task. In addition to the menu generation described above, a set of software
9 libraries described herein in conformance with the present invention not only enhances the basic
10 Windows CE® functionality by adding new features but also maximizes the full potential of
11 wireless handheld computing devices. Such features include fast synchronization between a
12 central database and multiple handheld devices, synchronization and communication between a
13 Web server and multiple handheld devices, a well-defined API that enables third parties such as
14 POS companies, affinity program companies and internet content providers to fully integrate
15 with computerized hospitality applications, real-time communication over the internet with direct
16 connections or regular modem dialup connections and support for batch processing that can be
17 done periodically throughout the day to keep multiple sites in synch with the central database.

18 The synchronous communications control module discussed above provides a
19 single point of entry for all hospitality applications to communicate with one another wirelessly
20 or over the Web. This communications module is a layer that sits on top of any communication
21 protocol and acts as an interface between hospitality applications and the communication
22 protocol. This layer can be easily updated to work with a new communication protocol without
23 having to modify the core hospitality applications. The single point of entry works to keep all

1 wireless handheld devices and linked Web sites in synch with the backoffice server (central
2 database) so that the different components are in equilibrium at any given time and an overall
3 consistency is achieved. For example, a reservation made online is automatically communicated
4 to the backoffice server which then synchronizes with all the wireless handheld devices
5 wirelessly. Similarly, changes made on any of the wireless handheld devices will be reflected
6 instantaneously on the backoffice server and the other handheld devices.

7 The software applications for performing the functions falling within the
8 described invention can be written in any commonly used computer language. The discrete
9 programming steps are commonly known and thus programming details are not necessary to a
10 full description of the invention.

11 A simple point-to-point wireless capability is contemplated which permits simple
12 digital messages to be sent from the wireless handheld devices to a receiver in a beeper and/or
13 valet parking base-station. The POS interface of FIG. 7 is representative of the display on a
14 typical wireless device used in conformity with the invention. A simple protocol is used to
15 acknowledge receipt of the message and thus simultaneous communication is not necessary,
16 which reduces the cost of the wireless link. The range of the wireless link is determined by the
17 characteristics of the radio transceiver. Adding a wireless link allows paging of beeper equipped
18 customers directly from the operator interface on the wireless handheld devices and
19 communication to and from various input/output transmitters and receivers to update the status
20 of the order, reservation or other information and thus further reduce the workload on the
21 operator and enable operations to proceed much faster. This link could also be hardwired or
22 otherwise implemented using any two-way messaging transport.

1 A further aspect of the invention is the use of the menus generated in accordance
2 with the described technique to place orders from wireless remote handheld devices or from
3 remote locations through the internet. The World Wide Web is a distributed hypermedia
4 computer system that uses the internet to facilitate global hypermedia communication using
5 specified protocols. One such protocol is the Hypertext Transfer Protocol (“HTTP”), which
6 facilitates communication of hypertext. Hypertext is the combination of information and links to
7 other information. In the context of the Web, hypertext is defined by the Hypertext Mark-up
8 Language (“HTML”). The links or hyperlinks in a HTML document reference the locations of
9 resources on the Web, such as other HTML documents. Another language used in creating
10 documents for use on the Worldwide Web, to display on computer screens, or to create speech
11 style sheets for use in, e.g., telephones, is the Extensible Mark-Up Language (“XML”). XML is
12 a “metalinguage”, i.e., a language for describing languages which was developed to eliminate
13 the restrictions of HTML.

14 The Web is a client-server system. The HTML documents are stored on Web
15 server computers, typically in a hierarchical fashion with the root document being referred to as
16 the home page. The client specifies a HTML document or other source on the server by
17 transmitting a Uniform Resource Locator (“URL”) which specifies the protocol to use, e.g.,
18 HTTP, the path to the server directory in which the resource is located, and filename of the
19 resource. Users retrieve the documents via client computers. The software running on the user’s
20 client computer that enables the user to view HTML documents on the computer’s video monitor
21 and enter selections using the computer’s keyboard and mouse is known as a browser. The
22 browser typically includes a window in which the user may type a URL. A user may cause a
23 URL to be transmitted by typing it in the designated window on the browser or by maneuvering

1 the cursor to a position on the displayed document that corresponds to a hyperlink to a resource
2 and actuating the mouse button. The latter method is commonly referred to simply as "clicking
3 on the hot-spot" or "clicking on the hyperlink". The hyperlink methodology is contemplated for
4 use in accordance with the preferred embodiment to transmit orders via the internet.

5 Web server application software exists that enables a user to shop for and order
6 merchandise. Such systems are sometimes referred to as electronic merchandising systems or
7 virtual storefronts. Systems that enable a user to choose among several retailers' goods are
8 sometimes referred to as electronic malls. An electronic retailer's or electronic mall operator's
9 Web server provides HTML forms that include images and descriptions of merchandise. The
10 user may conventionally search for an item by entering a key word search query in a box on a
11 form. When a user selects an item, the server may provide a linked form that describes that item
12 in further detail. The user may also conventionally enter ordering information into boxes on the
13 form, such as the type and quantity of the item desired. The information entered by the user is
14 transmitted to the server. The user may select multiple items in this manner and then enter a
15 credit card number to pay for the purchases. The retailer processes the transaction and ships the
16 order to the customer. As can be appreciated, ordering merchandise can also be done from
17 menus. The generation of menus of items or merchandise for sale over the internet is readily
18 accomplished by the menu generation approach of the present invention.

19 Searching for items that the user is interested in purchasing is insufficient in prior
20 merchandising systems. Database management programs use index searching to facilitate rapid
21 searching of large amounts of data. The creator of the database may instruct the program to use
22 specified fields in the database as indexed or key fields. The program locates all terms in the
23 database that appear in the indexed fields and stores them in an index table. Each entry in the

1 index table includes a term and corresponding pointer to the location in the database where the
2 term is found. If a user initiates a search for a term that is present in the index table, the program
3 can locate the instances of that term in the database with exceptional speed. Users who are
4 familiar with the particular database they are searching will generally know which fields are
5 indexed and will know the format of the data in those fields. For example, a user of a database
6 containing the inventory of a bookstore may know that users can search for the names of authors
7 of books and that a user who wishes to do so should enter the author's last name first. A user
8 having such knowledge will therefore be able to search efficiently. Users of electronic
9 merchandising systems, however, are generally end-consumers who have no knowledge of a
10 merchant's database. If, as is very likely, such a user initiates a search for a term that is not
11 present in the index table, the program must sequentially search through all records in the
12 database. Sequential records are typically linked by pointers. Using pointers in this manner is
13 very demanding on server resources, resulting not only in an exceptionally slow search, but also
14 creating a bottleneck for other processes that the server may be executing. The menu generation
15 approach of the present invention can be used to create customized menus from a database that
16 includes every item of merchandise the vendor has for sale. In this manner, customers can scan
17 the generated menu much more readily than they could view the entire database and the
18 necessity of having familiarity with the database is eliminated as well, reducing the need for
19 resource intensive pointers.

20 While the preferred embodiment of the invention is for the generation of
21 restaurant menus and the like, the broad scope of the invention is far greater. For example,
22 menus generated in accordance with the invention can be used in the desktop computing
23 environment in association with the operating system or application programs. One such use is

1 to facilitate the creation of user personalized file structures for general desktop use. Another use
2 is to facilitate the location of customized menus from master menus for use in association with
3 application software to make the execution of the application software more efficient by, e.g.,
4 eliminating the necessity of querying or checking every tree branch in the master menu file
5 structure in response to user input or other criteria and to create handheld/PDA compatible
6 versions of the software.

7 While the preferred embodiment of the invention includes the selection of items
8 from a master menu wherein the master menu is displayed using a graphical user interface, it is
9 to be appreciated that any means for displaying the master menu to the user and generating
10 another menu in response to and comprised of the selections made is encompassed by the
11 contemplated invention. The invention encompasses the selection of nontextual symbols,
12 characters, icons and the like, in addition to text, from a hierarchical tree menu or the like for
13 generation of another menu comprised of such items.

14 It is also within the scope of the invention to generate menus automatically in
15 response to predetermined criteria. For example, in the restaurant menu generation embodiment,
16 a modified menu can be generated to comply with a particular specification or group of criteria
17 such as, e.g., "dinner", "low cholesterol", "low fat", "fish", "chicken", or "vegetarian". In this
18 embodiment, only items from the master menu that satisfy specified parameters will be included
19 in the generated menu. The selection process could involve selection of master menu items
20 based on tags or identifiers associated with the items or by checking every master menu item
21 against a dictionary of items acceptable for inclusion in the modified menu. It should also be
22 appreciated that the invention encompasses any combination of automatic and manual user
23 selection of the items comprising the generated menu. For example, a user might specify criteria

1 which would further control automatic selection or the user could manually select some items
2 with automatic selection of others. The menu generation aspect of the invention is equally
3 applicable to table-based, drive-thru, internet, telephone, wireless or other modes of customer
4 order entry, as is the synchronous communications aspect of the invention.

5 The inventive concept encompasses the generation of a menu in any context
6 known to those skilled in the art where an objective is to facilitate display of the menu so as to
7 enable selection of items from that menu. The restaurant menu generation embodiment is but
8 one example of a use for the inventive concept. Likewise, displaying menus generated in
9 accordance with the invention on PDAs and Web pages to facilitate remote ordering are but a
10 few examples of ways in which such a menu might be used in practice. Any display and
11 transmission means known to those skilled in the art is equally usable with respect to menus
12 generated in accordance with the claimed invention.

13 In the more general situation, menus can be generated in accordance with the
14 present invention in a variety of situations. For example, the usable file structure for a particular
15 data processing application can be dictated by the user or an application program prior to or
16 during the execution of the application program. Efficiencies with respect to computational
17 speed and equipment, e.g., storage and processor, usage can thus be achieved along with the
18 facilitation of display of the generated menu.

19 While the best mode for carrying out the preferred embodiment of the invention
20 has been illustrated and described in detail, those familiar with the art to which the invention
21 relates will recognize various alternative designs and embodiments which fall within the spirit of
22 practicing the invention. The appended claims are intended to cover all those changes and
23 modifications falling within the true spirit and scope of the present invention.